

# FUNCTIONAL REQUIREMENTS MATRIX

Functional Category: Employee Self Service

**Vendor Response Codes:**

S = Standard Function ("Out-of-the-Box")

M = Modification Required

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N = Cannot Meet Requirement

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Reference Number	Business Requirements	Vendor Response	Comments	Cost to Modify	Hours to Modify	Upgrade Impact
	<b>Employee Self Service General Requirements</b>					
ESS 1.00	System should provide the ability for employees to interact with various modules and functionality of the system using a standard Web based browser (Internet Explorer, Netscape, AOL, MSN, etc.)					
ESS 2.00	System should provide for the creation of an agency employee directory containing business address, business phone and e-mail. This directory should viewable through the use of an industry-standard web browser.					
ESS 3.00	System should be available for employees to use from home (securely) using their home computer, a State computer, through the employee's personal Internet Service Provider, and through secure external connection to the State					
ESS 4.00	System should be available for employees to use (securely) through kiosks (keyboard and touch screens) placed throughout State facilities.					
ESS 5.00	Configurable by the State with the appropriate security (varies by organizational unit, employee group, etc.)					
ESS 6.00	To the extent possible, employee self-service functions should be available through Interactive Voice Response (IVR) and TTY telephone systems.					
ESS 7.00	System should support multiple languages based on employee preference					
ESS 8.00	System should have the ability for employees and applicants to maintain and a work and home email address, and choose which email address is primary for notifications.					
ESS 9.00	System should support links to service providers and third party administrators as appropriate. For example, a link to the employee's 401(K) and pension providers should be available at the point in the process where the service provider takes over.					
ESS 10.00	System should have the ability to produce verification reports for ESS transactions					
ESS 11.00	System shall provide a history of all ESS transactions					
ESS 12.00	ESS transactions shall be integrated with workflow such that transactions requiring further attention will be routed to the appropriate individual(S)					

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ESS 13.00	All ESS transactions will be subject to the same edits as transactions entered through normal system functions as well as additional edits as defined by the user					
	<b>Applicant Services</b>					
ESS 14.00	System makes job opening information available on a web site that is available to both internal and external applicants including salary					
ESS 15.00	Creation of a job opening within the system automatically makes the position available on the web site					
ESS 16.00	System should provide ability for applicants to establish and maintain multiple electronic job applications through the use of an industry-standard web browser					
ESS 17.00	System should provide self-service resume preparation and posting and job application functions.					
ESS 18.00	System should allow for user defined, job specific informational statements to be displayed (job spec, salary, benefits, etc.)					
ESS 19.00	System should allow for questions to be answered by the applicant depending on the job applied for. Common questions would be regarding licenses and/or certifications, benefits, etc.					
ESS 20.00	System should allow potential applicants to view outstanding vacancies					
ESS 21.00	System should allow for applicant to view the status of their applications, including:					
ESS 21.01	Test results					
ESS 21.02	Review standing on various registers					
ESS 22.00	System should allow applicants to request reinstatement on a register once dropped, including a comment field to indicate why they believe the request to be justified					
	<b>Employee Maintenance</b>					
ESS 23.00	System should support employee self-service functionality for changes to selected parts of employee records (e.g., name and address, marital status change, change in dependents, withholdings, benefits enrollment or changes). The data the employee can change online may vary by organizational unit, employee group, etc. and other flexible, user defined criteria.					

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ESS 24.00	When updating personal information, the system should inform the employee of the required supporting documentation and the process for submitting it (varies by organizational unit, employee group, etc.). The system should also support automated workflow for the backend processes associated with the specific data change.					
ESS 25.00	System should provide for former employees to update their information online. Which former employees and the data available for online update varies by agency.					
	<b>Training and Employee Development</b>					
ESS 26.00	System should provide the ability for employees to request training					
ESS 27.00	System should provide the ability for employees to request travel authorization linked to an approved or requested training request					
ESS 28.00	System should provide the ability for employees to request a travel advance linked to an approved training request and travel authorization					
ESS 29.00	Employees should be able to view and search the course catalog and schedule of training sessions.					
ESS 30.00	System allows employees to submit a Training Reimbursement application					
ESS 31.00	System allows employees to inquire on the status of the Tuition Reimbursement application they submit.					
ESS 32.00	Employee has the ability to print their own training record; including classes:					
ESS 32.01	They have completed, with test scores and dates					
ESS 32.02	In which they have enrolled					
ESS 32.03	That teach / impart a specific skill or certification					
ESS 32.04	Needed for career / job / level of certification progression (classes and courses to address a skills / certification gap)					
	<b>Employee Suggestion Program</b>					
ESS 33.00	System allows employees to submit an employee suggestion					
ESS 34.00	System allows employees to inquire on the status of the suggestions which they submit.					
	<b>Safety</b>					

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ESS 35.00	System allows employees to inquire on the status of the safety accident and industrial injury reports they submit.					
ESS 36.00	Provide the ability to query the status with third party administrator					
ESS 37.00	System allows employees to enter Workman's Comp claims					
ESS 38.00	System provides list of providers for Worker's Comp referral					
	<b>Participant Benefits &amp; Plan Administration</b>					
ESS 39.00	System to provide browser based employee self service capability for the following benefits administration functions:					
ESS 39.01	Current benefits elections					
ESS 39.02	Explanation of benefit options					
ESS 39.03	Enrollment for all benefits (including insurance, retirement (multiple plans), etc.) for both employees and dependents consistent with eligibility rules and enrollment periods defined in Benefits Administration					
ESS 39.04	Enrollment options (e.g., cost of two party vs. family coverage)					
ESS 39.05	Maintenance of dependent information					
ESS 39.06	Maintenance of beneficiary information					
ESS 39.07	Benefit package pricing worksheet (employee costs)					
ESS 39.08	Benefit eligibility checking at time of enrollment					
ESS 39.09	Review of premiums paid and current premiums due					
ESS 39.10	Link to third party administrators as appropriate to provide detailed information as appropriate.					
ESS 40.00	Provide ability for non-employees (ex - COBRA participants and retirees) to use the self service capabilities with appropriate security					
	<b>Time Entry</b>					
ESS 41.00	Employees can enter timesheet information directly into electronic timesheet which is then routed for approval once submitted					
ESS 42.00	System provides an option for the audit of changes to the time sheet before submitted by the employee. Option may be set up via flexible user defined criteria such as organizational unit, employee group, etc.					
	<b>Leave Accounting</b>					
ESS 43.00	System should allow employees to view their leave balances					
ESS 44.00	System should allow employees to view their leave accruals					
ESS 45.00	System should allow employees to view their leave usage					

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ESS 46.00	System should allow employees to request time off					
ESS 47.00	System should allow employees to review time worked by time period and provide totals by hours type					
ESS 48.00	System should allow flexible user defined criteria, forms, and processes for submitting various types of requests					
ESS 49.00	System should allow employees to check on the status of all requests they submit					
ESS 50.00	System should allow employees to submit a leave buy-back request					
ESS 51.00	System should allow for the support of sick leave bank:					
ESS 51.01	Enrollment status					
ESS 51.02	Status of a request					
ESS 51.03	Time taken by illness type					
ESS 51.04	Time taken by year					
	<b>Payroll</b>					
ESS 52.00	System should provide self-service "wizard" for assisting employees in determining their proper W-4 tax withholding amounts.					
ESS 53.00	System should allow employees to request duplicates W-2's, including informing an employee when a request is for a time period not available on the system and providing a link to the IRS for information					
ESS 54.00	System should allow employees to model what-if scenarios for pay (401K, benefit changes, withholding changes, etc.)					
ESS 55.00	Allow employees to enroll in their U.S. Bonds deductions and review purchases.					
ESS 56.00	System should allow employees to view the details (calculations, balances, etc.) of all deductions (garnishments, flexible spending accounts, etc.)					
ESS 57.00	Allow employees to request and print a duplicate check stub including gross pay, all deductions taken and the deposit amounts for each bank account					
ESS 58.00	System provides an employee option to send admittance advice to employee email (home or work) instead of mailing a paper copy					
ESS 59.00	Provide employee information that is normally inserted with check stub online and via email (reduce requirement for sending additional paper with the pay stub)					

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	<b>Personnel Administration</b>					
ESS 60.00	System provides option of completing performance evaluations using online (internet enabled) documents					
ESS 61.00	Provide for employee requestable verification of employment. Must have the capability to allow limited one-time access to third party for verification as well as production of letters to send to third parties.					
ESS 62.00	Employee should have the ability to inquire their own personnel records, including:					
ESS 62.01	Current job					
ESS 62.02	Current step					
ESS 62.03	Current salary					
ESS 62.04	Last step increase date					
ESS 62.05	Next step increase date					
ESS 62.06	Skills and certificates					
ESS 63.00	System should allow employee to query to see if they are eligible for additional certifications and the associated additional pay.					
ESS 64.00	System automatically provides a report at flexible, user defined timeframes prior to license / certification expiration. Timeframe is definable by license and certification type / code. Employees are able to query the system for this information as well as define for the system how far in advance of the license / certification expiration they want to be notified.					
ESS 65.00	System should provide for the online completion of exit interviews					